

What's happening at the NPA

Awards for Professionalism

[Richard Allen Kelley](#) is moving forward with the awards and looking for help with many aspects.

For the past 11 years, NPA has presented the Awards for Professionalism during the Interop Las Vegas. Again in 2012 we return to the Interop Las Vegas and are holding the dinner event in the Mandalay Bay Buffet on Monday, May 7, 2012 at 5:30 PM.

The Awards for Professionalism also seeks award nominations, and this link will take you to the [nomination form](#).

Please also visit the Awards For Professionalism website at www.awardsforprofessionalism.org, and the Network Professional Association website at www.npa.org.

Webinars

Rahul Nathan is leading the way in a new venture for the NPA. Industry leaders will have the opportunity to present new products or technologies to members. We are looking for people to assist with hosting these events or if you have an idea for a presentation, contact [Rahul](#).

Network Professional Journal

[Mark Smed](#) is the publisher and is always looking for assistance with the NPJ. See our members Section for information on getting published. Stephen Ibaraki continues his [Interviews with Experts](#) series, some of which are published in the NPJ.

FEAPO

Barry Sellers was involved in the formation of the FEAPO, and is representing the NPA as a board member of the FEAPO.

EVERYTHING ELSE!

Jim Belasco was recently recognized by the board for his outstanding effort and significant contribution as Chairman “Emeritus”. Jim’s duties outside the NPA have changed and he is looking for assistance with many aspects of the administration of the NPA. Please contact the [NPA](#) if you have a few hours a month to provide assistance.

With the board adding a new classification of Community Member to the membership, we are looking to update the website. If you are able to assist please contact us.

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Ten Tips to Topple Resistance

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Managed properly, most organizational Change is a relatively painless activity.

I know. I know. That goes against nearly everything we're told about Change. Change is difficult! People Resist Change! The problem is? Those well-intentioned observations ignore all the daily Change that happens invisibly because it causes no disruptions to the organization.

For example; if a department is having a problem with a business process, and if they have the authority and the resources to make things better, they will do so on their own. If they encounter problems during this transition? Then they will solve those problems on their own, assuming again that they have the necessary authority and resources. In other words they will act in their own best interest to improve their daily activities

But... unfortunately, most of the Change taking place in organizations doesn't follow this 'organic' approach. An IT manager might become aware of unintentional security weaknesses

and then impose a security audit and increased security measures. This is ALSO done in the best interests of the organization, but is done 'to' a department, rather than 'with' that department.

But what if you're the individual between the person dictating the Change, and the department about to be changed? What if you've been 'appointed' by your manager to inflict a Change?



Free Subscription to IT Connection

The **Network Professional Association** (NPA), in conjunction with *Current Analysis*, is offering IT leaders a complimentary subscription to the Web's premier source of unbiased analysis and assessments of IT equipment and telecom services - **IT Connection**.

IT Connection saves you time when you're making important IT equipment or telecom services buying decisions. Rather than spending hours reading proposals from an endless list of suppliers, you'll be able to create an informed short list of suppliers based on the opinions of industry experts. Then, you will be able to compare suppliers side-by-side using our Product Compare tool.

Register at:

<http://itconnection.currentanalysis.com/itc/r/npa/>

If you have any questions, contact Elizabeth Thompson, IT Connection Subscription Manager, at ethompson@currentanalysis.com

From the Publisher

By Mark Smed

January can be a time of renewal for many people. It's the start of a new year and brings promise of change. Spring is just around the corner....

Recently, one of my clients had a new phone system installed. It was a VOIP capable system. The install was fairly significant and happened over a weekend.

On Monday, one of the computers had some problems. Someone made a note to call me and have me look at it. Tuesday, another computer went 'down' and someone emailed me to stop by the office on Wednesday. Wednesday morning arrives, and several more computers are now down, and a frantic call to me is placed, asking 'when are you going to be here!'"

When I arrived on site, it was a very odd situation. The workstations would boot and seemed to be working fine, without any errors. They could not connect to the internet. Further investigation revealed that the workstations that were down actually had an IP address that was not on the subnet assigned to that network. Very strange! How do computers receive an IP address from a different subnet? The phone system has a DHCP server...So, I unplugged the cable connecting the phone system to the network, rebooted the affected computers and order was restored. The only reason the phone system was connected to the network was for remote support via the internet. The handsets were still hard wired and unaffected by the change.

I advised the customer in writing of the problem and what I had done to correct the issue. They notified the telephone company and The lead technician who was involved in the install unfortunately took a bad approach to the complaint. He replied that it was 'impossible' for the phone system to

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About NPA

The Network Professional Association (NPA) is a self-regulating, non-profit association for professionals of network professionals that sets standards of technical expertise and professionalism. Its Mission is to advance the Networking Industry towards a profession and its Objective is to unite network computing professionals in a worldwide organization; determine member needs and interests; deliver programs and services to meet those needs and interests.

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2012 Awards for Professionalism [Nominations now being accepted for May 7, 2012](#)

The Network Professional Association® (NPA), in conjunction with [Interop](#), [Microsoft](#), [GITCA](#), [Cisco Press](#) and [Agile IT](#), is proud to announce the NPA's 11th annual Awards for Professionalism program, which honors individuals for their outstanding achievements as professionals within the network computing industry. The winners' professional profiles and achievements are to be displayed as leading examples of professionalism.



Awards for Professionalism winners demonstrate the best balance of professional responsibilities including technical competency, ethics and a proper professional, education and industry credentials, community and industry contributions, leadership, professional affiliation. Winners will be announced at Interop in Las Vegas May 7, 2012. Each award winner receives a specially designed personalized trophy and gifts.



NPA requests [submissions](#) in the following categories:

- Best Networking Professional - Career Achievement Award*
- Professional Excellence and Innovation Award*



Entries are accepted within the following subcategories:

- Corporate Fortune X*
- Corporate Small Business*
- Education*
- Government*
- Independent Network Contractor*



- Outstanding Mentor Award*
- Top of the Mark - Volunteer Award*



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have caused these problems. Further more, he was not happy that I had unplugged the phone system as they were not able to make changes remotely.

It seems that the customer was having other difficulties with the new system. They had several calls into support, including one from me when I was onsite. They had not responded to any calls.

The client is in a bad situation now. The phone system has problems which support is unable to work on because I unplugged the system. The phone system is causing problems, which they deny and claim it's impossible.

A quick search by me on google, and I found a link to a page regarding this exact problem, for this exact phone system, with a solution that indicates how the phone system is misconfigured. By now support from the phone company has escalated, and we are getting rapid response to emails and calls. I go onsite, and plug in the phone system. Another tech remotes in and makes the appropriate fixes, and we are up and running again.

Obviously, customer is very unhappy with the phone system and most of the staff were ready to abandon the new system and go back to the old one. I'm a hero (again!) and reinforce my solid relationship with the client.

I would like to say that I'm always the hero, and never the villain...but I can't. With rapid changes in technology and steep learning curves I believe many of us end up in 'impossible' situations. Recently I was having problems migrating a customer's server using Microsoft's migration tool. It would not work for me, and caused me several hours of headaches. My co-workers had indicated that the tool works very well. I was determined to resolve it and eventually my error was found. The migration was successful.

We are in a funny business. In the course of a day we can go to one site and arrive as a returning hero, then a few hours later, be the returning villain of some past difficulty. As I grow older, I become a bit more thick skinned and work on being open to all suggestions for improvement from any sources. Sounds like a good idea for a new year's resolution!



Careers: Interviews—Karna Gupta: ITAC President and CEO: Big Challenges and Opportunities in 2012

Stephen Ibaraki, FCIPS, I.S.P., ITCP/IP3P, MVP, DF/NPA, CNP has an exclusive interview with Karna Gupta.

Karna Gupta is one of the most respected and well-seasoned executives in high technology with an exceptional track record. With more than 30 years of outstanding industry experience, his expertise and accomplishments span across North American and International business domains.

Currently serving on several Corporate Boards (Public & Private), he is also on the Board of Regional Incubation Center - Venture Lab.

In January 2008, Mr. Gupta was named CEO and a member of the Board of Directors of Certicom Corp (TSX: CIC). He led the organization through a successful turn-around, led the company through a successful defense against a hostile bid, and then successfully sold to RIM with over 96% shareholder approval.

Prior to his appointment at Certicom, Mr. Gupta held the role of President for the Real-Time Billing Division of Comverse Technologies from 2006 to 2008 (NASDAQ: CMVT). He significantly improved the overall performance of the division with a globally-distributed workforce (1500) in 50 countries and serving a customer base world-wide. Mr. Gupta's previous role in Comverse was Chief Marketing Officer for Comverse Americas.

Prior to Comverse, he was President of Sitraka Mobility. Under his leadership, the company grew from a start-up venture to a strong industry contender in mobile application development. He led the organization through a successful merger with Everypath Inc of California.

Mr. Gupta also served as Chief Marketing Officer and Senior Vice President of Eftia OSS Solutions, a company focused in delivering OSS solutions to the carriers.

Mr. Gupta held several executive positions with Bell Canada (TSX: BCE), including Vice President, Product Development and Management.

He holds a Master of Business Administration degree in Marketing and Finance from Concordia University in Montreal, Quebec. He has also attended executive development programs at Duke University, Harvard, MIT, University of Western Ontario and Technion Institute in Israel.

To listen to the interview, click on this [MP3](#) file link

The latest blog on the interview can be found in the IT Managers Connection (IMC) forum where you can provide your comments in an interactive dialogue.

<http://blogs.technet.com/b/cdnitmanagers/>

:04:38: How did you become the new President and CEO of Information Technology Association of Canada (ITAC)?

"....I've been working in this space for quite some time and ITAC was looking for somebody who was in the

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private sector, ran businesses (not only nationally but also globally) and it fit my profile and ITAC's current mandate...."

:23:44: Why should IT executives attend the IFIP World CIO Forum or WCF? [Editor's note: For more information go to: <http://www.worldcioforum.com>; Call for papers; WCF news in the IFIP Newsletter].

"...There is a whole standards domain that open up in various subcommittees and work committees that will come out of this which will lead to a better place. It will be a lot more efficient, a lot more robust because you will have all of these inputs from various places and there will be a level of consistency around it...."

"...I've been working in this space for quite some time and ITAC was looking for somebody who was in the private sector, ran businesses (not only nationally but also globally) and it fit my profile and ITAC's current mandate...."

:14:09: What is your assessment of IT industry challenges and their solutions?

"...In very large organizations, mid-size and up, sustainability is a big issue in terms of continued building of the business and continuing to support an eco-system that not only helps them but helps the broader community at large....If you are looking at younger IT companies the issues are very different. You're trying to build business, you are trying to get the product out the door and you want to be relevant to the market in terms of what you produce. So the challenges do vary and are very much a function of the lifecycle of the corporation...."

:17:53: What is your assessment of IT industry opportunities?

"...If you look at the country as a whole and you compare us to the rest of the world, we do have good Information Technology infrastructure....I think there is tremendous opportunity for Canada as a nation to become a major powerhouse in the technology domain if we continue to build out this underlying infrastructure...."

:23:44: Why should IT executives attend the IFIP World CIO Forum or WCF? [Editor's note: For more information go to: <http://www.worldcioforum.com>; Call for papers; WCF news in the [IFIP Newsletter](#)].

"...There is a whole standards domain that open up in various subcommittees and work committees that will come out of this which will lead to a better place. It will be a lot more efficient, a lot more robust because you will have all of these inputs from various places and there will be a level of consistency around it...."

:26:05: What are your thoughts on computing as a recognized profession like medicine and law, with demonstrated professional development, adherence to a code of ethics, and recognized credentials?

[See <http://www.ipthree.org> and the Global Industry Council, <http://www.ipthree.org/about-ip3/global-advisory-council>]

"...These are always good things — more common understanding and common language that people use around the world in any profession is useful because it improves the efficiency and increases the velocity of innovation and delivering new products to the market...."

Get Published!

Publishing in a professional publication is a great way to build your curriculum vitae or add distinction to your resume. The NPA Journal – NPJ - an industry publication; publishing for and produced by NPA members.

NPA Journal Submission Guidelines

The NPA Journal – NPJ - an industry web publication; publishing for and produced by NPA members. Published Quarterly, the NPJ is currently in production as an electronic newsletter.

Articles

Topic Categories

CNP – Professionalism: best practices career ladder

Network Computing Technologies: – has breadth in topic; can be philosophical or standards based discussion, technical, technical reference guide; practical/hands-on technology review; maximum 10,000 words.

Events: NPA events, Media events, reviews.

Opinions: Position statements, Lobby efforts, Professional interviews

Retro: historical articles

- Include Title : Abstract/Executive Summary : Article : Author/Company
- Suggested article size is up to 1000 words (250 words/ per page, 4 pages). For exceptional topics more space may be allowed. NPA may edit for space and suitability.
- Submit in Microsoft Word format; font: 12 point Times New Roman
- **Editors reserve the right to edit or reject submissions.**
- All submissions to be directed to NPJ@npa.org

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¼ page - 3 ½" x 5"	\$ 75	\$255	\$ 95	\$325

Requires an approved sale, partner, or affinity agreement.

- Product sales Articles accepted
- If Ad is submitted as image only: maximum size 7.5" x 7.5" in JPEG format and sufficient resolution that all text is clearly legible.
- Where Ad is submitted with an image header with text separate. Submit as Word Document with Legible font type, Font size: no smaller than 9 point
- To date, Ads have been submitted in word format (i.e.. heading (image) and the text below) or the entire ad is an image).
- NPA will usually manipulate layout to fit page as required.

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- Journal includes the NPA header on all pages including Ad pages.
- Publication currently produced in 8 ½” x 11” PDF format
- All submissions to be directed to NPJ@npa.org
-

ADVERTISING RATES MEMBER NON-MEMBER SPACE CATEGORIES 1X 4X 1X 4X

2011 Publication Schedule

Send inquiries to Email:
NPJ@npa.org

Submission Deadline	Publishing Date
February 1	March 15
June 1	June 15
September 1	September 15
November 1	December 15

(Continued from page 2) *Ten Tips to Topple Resistance*

This unfortunately is how we must manage Change in most work environments. We dig ourselves into deep dark pits and then ask for help getting ourselves out of them. Being told NOT to dig these deep dark pits in the first place, is not the advice we want to hear... even though it is perhaps the best possible advice available.

So... we're in the deep dark pit of our own, or at least management's, construction... How do we overcome the tall dank walls of resistance we're facing?

Here are ten strategies, connected in various ways, that deal with the situation dumped onto our plate.

1) Accept the fact they have the right to resist an imposed change.

Municipal World is a monthly publication distributed which you've chosen to receive. Part of this arrangement is that you receive a publication that is focused on Municipal issues, that it's written in English. This is our current 'status quo', or... the way things are today.

What if... From now on the publication will focus on gardening and cooking tips? Or... from now on the subscription cost is \$750.00/annum? Or published in Afrikaans?

The point of the experiment? I'd be extremely foolish NOT to expect 'resistance' to these types of changes. Especially since I have not involved you in the reasons for the changes, or worse, in possible solutions to whatever problems I think would justify these changes.

We have the right to ask 'why?' in response to any change. Resistance to imposed change is natural.

2) Create an environment where it is safe to voice concern about an impending change.

In order to deal with resistance it is importance to understand what is causing it. If the channels of communication are closed then there is no hope of achieving any level of understanding.

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Your Member Benefits Network Professional Association

Professional Affiliation

NPA membership will help you in your current position as well as assist you when it's time to advance your career. NPA's reputation of excellence will benefit you and the relationships you form will be key in your future success.

NPA Chapters, Contacts & Networking

NPA is a quality international organization, attracting network professionals from all over the world. Build your circle of professional contacts — Learn from Others.

Leadership Opportunities

Leadership is a key trait of the successful professional. Build your skills. Serve in a leadership position or on a committee; allow the responsibilities of leadership to also enhance your communication, management, public relations and organizational skills.

Industry Conferences and Education

Member only Web Services

Special savings and discounts – even some for free – Software, Book Resources, Programs

Quarterly Journal

Published for and produced by NPA members.

Why Professionals Join the Network Professional Association

To support the ideals of an industry independent professional association working for the good of the network computing (IT) professional.

To build lasting professional contacts; Associate with people of like mind, desires, and goals.

To fulfill my desire to build leadership, gain expertise, and mentor. Bring new levels of ethical professionalism to the industry.

To gain access to programs, benefits, discounts, and opportunities available through the NPA.

To join as an advocate for improvement, to build the global network computing community.

To look to opportunities to publish and practice technology skills for career self improvement and to share these with others.

To participate in recognizing the achievement of remarkable professionals and their positive influence in business and technology.

To demonstrate a desire to grow as an independent or distinguished professional; Making a mark of excellence incorporating the breadth of the professional IT experience.

**To join NPA today visit the NPA
website at www.npa.org**

Member Categories

Professional, Member, Executive (Corp), Student

Reality IT: Advancing by Degrees

By Steve Delahunty

(Originally Published online at [Network Computing](#) using Hunter Metatek as byline)

Originally published September 08, 2006

When I decided I wanted to advance to the C-level of the IT profession, I knew I'd need a master's degree. Like many IT professionals, I have quite a few vendor certifications and a bachelor's degree in the technology field, but most of the CIOs I know have advanced degrees. I chose an MBA program that blended technical and management coursework.

Overall, it was a good decision, but I didn't account for the enormity of the challenge. I assumed my practical knowledge and experience would make the technical courses a breeze. I was in for a surprise.

The school required you to take two courses just to apply for formal acceptance in the program. When I saw they had a Network Communications & Protocols course, I thought it would be easy and familiar. In fact, it was daunting, both in terms of workload and technical depth.

Remember when you were a kid and your mom would say, "No TV until your homework is done"? Suddenly I found myself back in that very same position. Every two weeks we had to hand in 10 homework questions: Compare and contrast different router protocols, describe in detail the use of a collision domain, diagram all components needed for VoIP service

Ten questions may not sound like much, but the instructor required such extraordinarily detailed answers that I found myself going beyond the three required texts to my own stack of technology books to write satisfactory answers. Each homework set took anywhere from six to eight hours to complete--that was on top of attending lectures and studying for exams, plus completing the workload from the second course, which was on e-commerce.

And I am no longer a 20-something student, so I found it difficult to balance work, school and family. Many nights I was completing assignments or studying for tests into the early hours of the morning. My son thought it was funny that Dad had homework to do. The network staff also found my struggles amusing, though they, too, were astounded at the level of technical detail the networking course demanded.

What's more, I couldn't help but take issue with some of the networking course content. Much of the information in the text was based on theory, not reality. A test question about IP subnet-

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ting, for instance, had public IPs on all workstations on a domain, but nobody I know would put public IPs on all the user workstations.

Several homework questions also emphasized the theoretical over the practical. In one scenario, you had a hub and a switch each with 12 ports, and the question was about hooking up 20 computers. The "course" answer was to leave several of the switch ports open for growth. My reply was that you could always just change cross-connects and buy yourself another dang switch, since they're so inexpensive now anyway.

Sometimes my professional knowledge didn't seem to count for much, though. The professor and teaching assistants could quote chapter and verse from the text to justify their answers compared with the ones I gave based on real-world experience.

Despite all that, I found the networking course content quite useful overall. I immersed myself in the nitty-gritty details of IP, UDP, TCP, NAT, WANs and more, and I came away with a deeper knowledge of key technologies and protocols, which will certainly be helpful on the job. And I also got full entry into the master's degree program, which I hope will help my climb up the corporat ladder. It can't hurt--unless you count the homework.

NPA Job Board

Job Seekers:

The NPA Job Board makes it easy for network professionals to find new employment opportunities. Job seekers can post their resume, browse the job bank, apply for positions, and create job alerts, all for free! The NPA Job Board makes it easy for job seekers to see what positions are out there, and put themselves out to employers.

Create An Account:

In order to access all the features of the NPA site, you first create a personal account on the job board. To create the account, please go here:

<http://jobs.npa.org>. Scroll down to select "Create Jobseeker Account."

Just fill out the fields under the heading "New Users Create an Account". Once you create an account you will automatically be logged in, and you can immediately start using all the job board features.

Post Your Resume:

Once logged in, you can either upload an existing resume, or you can create one from scratch. Click on the tab towards the top of your page that says "Resumes/Letters". Once there, you should see two buttons, one for uploading a document, and the other for building your resume online. If you already have a resume in a Word document, click on the upload button. Select your resume, and click on the "Upload" button. Once uploaded, you would just need to fill out a few fields to complete your resume, and you can then save and post it.

If you are building your resume online, just click on the option to "Build Online". This will take you to a form where you can fill out all of your info, like work history, education, etc. Once you're done filling out all of the fields, you can click on the "Save Your Resume" button to save and create the resume.

(Continued from page 9) Ten Tips to Topple Resistance

We know this. This is why Embassies are ‘sacred ground’... Embassies are kept open to provide a communications channel even when every other relationship between two countries is severed.

Yet, despite this proven understanding that safe communication is vital to the resolution of conflict, organizations ignore this wisdom.

Speaking out against a change in nearly any organization is subject to varying degrees of ‘reprisal’, from nothing more than “you’re not a team player”, to speedy dismissal.

3) Listen to what they have to say.

If they talk... listen! Resistance to Change, is the act of attempting to prevent the loss of some part of the status quo. One of the biggest mistakes we make is we assume we know what people are trying to protect. That’s seldom true.

4) Respect what they have to say.

Place no value judgment on the reasons they provide for resisting. These are their reasons. This, by itself, makes them valid. This is the reality we have to embrace.

Telling someone their reason is ‘invalid’ will not change their perspective, although it makes it very clear to them that we don’t respect their opinion. This increases their reluctance to take guidance from us. That’s just another form of ‘resistance’.

5) Agree with their concerns.

This is that extra step beyond just ‘respecting’ what they have to say. It acknowledges that they might be 100% correct. This is not a matter of backing down from our position. It’s merely the power of the statement, “You might be right”.

6) Respond to what they have to say.

Every Change contains some leeway. How can we accommodate their concerns? Every movement in their direction does a great deal to communicate we do care, and lowers the barriers of resistance a little bit.

7) Communicate the alternatives we’ve considered.

Sometimes change seems arbitrary. “Why this particular solution? Why at this point in time?” are two common questions. Being able to present to a target audience a body of work and thought that has gone into this Change, demonstrates very effectively the thought process behind a change.

8) Communicate the advantages of this choice.

Why is this change a good one? What benefits will it deliver? Not only to the company to the people affected by it?

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Job Alerts:

Job alerts allow the newest jobs on the job board to come to you! When you create a job alert in your account, you can specify your personal search criteria; when a job is posted to the job board matching that criteria, we send you an email with a link to that job.

Job Search:

If you would like to search the jobs currently on the NPA site, please click on the tab towards the top of your job seeker account page that says "Job Search". Once there, you should see a list of jobs come up, along with a search field for keywords. You can enter in a keyword, or you can select other search criteria using the tabs at the top of the search box. You can search via location and job function as well. To narrow down your search results when using the keyword function, please try entering your criteria in quotes. If you yield no results, try removing the quotes.

Employers:

Use the NPA job board to find qualified network professionals! The NPA job board allows employers to post their positions and browse the resume bank on the site.

Create An Account:

In order to access all the features of the NPA site, you must first create an account on the job board. To create the account, please go here:

<http://jobs.npa.org>. Scroll down to select "Create Jobseeker Account."

Just fill out the fields under the heading "New Users Create an Account". Once you create an account you will automatically be logged in, and you can immediately start using all the job board features.

Post A Job:

If you would like to advertise your position on the NPA job board, please click on the link towards the top of the page that says "Post A Job". Once there, you can select either the NPA member posting option for \$90.00, or the non member option of \$195.00; both posting stay on the site for 30 days. Once you select your posting option, just go through the form and fill in the information about your position. There's no word limit on the posting, so please feel free to make the posting as descriptive as possible! Once you have completed your posting, you will have the option of paying for the ad via credit card, or you can have an invoice issued. Regardless of payment method, the ad should be up and running on the job board within an hour.

Products and Pricing:

If you have more than one position to post, please view the NPA products and pricing page here:

<http://jobs.npa.org>. Scroll down to select "Post A Job.."

NPA has many different posting packages to suit all different types of employers. If you would like to purchase a credit package or a subscription on the NPA site, please do so from the products and pricing page. Once the order is completed, you may then go in and start posting your jobs; there is no delay on those packages so you can start using them immediately.

Resume Bank:

The NPA resume bank is a good way to go in and view the candidates on the job board. Just click on the tab towards the top of your employer page that says "Resume bank", and you can start viewing the candidates. You can view the resumes for free, and if you see someone you're interested in, you can send them an email via the NPA job board. This contact request is issued to the job seeker, and if they want to connect with you, they will release their direct contact information to you. If you make a connect, there is a \$35.00 fee.

The Tradition Continues.....

By Richard Allan Kelley, Holly Jocoy, and Steve Stevenson.

The Network Professional Association (NPA) began honoring professionals in the computing and networking community in 2002. Then, Stephen Ibaraki, Henry Penaranda, Graham Reed, Doug Linman, David Vaillancourt, and William Collins were selected and awarded by their peers for the honor. Last year, NPA awarded Brian Cameron, Vivek Thangaswamy, Soumitra Sengupta, and Barry Sellers. This was Barry Sellers' second time being selected for the award.

The Awards for Professionalism recognizes the networking and computing professional at his or her best. Nominated by their peers, these are true professionals. Some are leaders and others are followers. The NPA is looking for the leading professionals to carry on this year's award tradition. The event returns to Interop, and the award winners will be announced there, on May 7th 2012, at the Mandalay Bay. Nominations are currently being accepted for the following categories:

Best Networking Professional — Career Achievement Award**Professional Excellence and Innovation Award**

In the following subcategories:

Corporate Fortune X

Corporate Small Business

Education

Government

Independent Network Contractor

Outstanding Mentor Award**Top of the Mark — Volunteer Award**

Each year, the NPA receives an excellent number of potential awardees and would like to have even more to consider this year.

Visit the website: <http://www.awardsforprofessionalism.org> for more information about the event, and nominate who you think is most deserving of the awards for professionalism.

Nominations have been extended to March 1, 2012.

(Continued from page 13) *Ten Tips to Topple Resistance*

9) Communicate the dis-advantages of this choice.

No solution is perfect. To pretend otherwise is seen for what it is, a lie. Nothing is more guaranteed to instill increased resistance in a community than the notion that there are no risks, no downsides to a proposed change. Stating flaws in the plan, identifying weaknesses in the process has the peculiar effect of increasing trust and confidence.

10) Communicate what will NOT change.

Finally? What won't change? What parts of what they've come to expect, perhaps even taken for granted, will stay exactly the same?

Sometimes a reminder that the change will make sure the company remains financially healthy is all it takes to calm the real fear in the pit of everyone's stomach... will I keep my job.

© 2011 Peter de Jager – Peter sees Change Problems as a form of Organizational Sudoku... there's a methodology to follow to solve any Change Problem.

Contact him at pdejager@technobility.com

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Careers: Interviews- Roger Johnson: Chair IFIP IP3, Distinguished Scientist, Past Dean Birkbeck College/President CEPIS/President BCS/Honorary Secretary IFIP, International Top Leader and Innovator

This week, Stephen Ibaraki, FCIPS, I.S.P., ITCP/IP3P, MVP, DF/NPA, CNP has an exclusive interview with Roger Johnson.

Roger Johnson FBCS CITP, CEng

Following 4 years spent as a software developer in a major UK software house, Roger moved to a career in academia and retired as Dean of the Faculty which included the Department of Computer Science and Information Systems at Birkbeck College, University of London, in September 2010. In March 2010 he was made a Fellow of Birkbeck College.

Roger has been a member of the BCS since 1969 and has served as a member of Council, as a Vice President and as President from 1992/93. He continues to take an active role in the Institute, currently sitting on the Membership Board where he is also a member of the Membership Board Policy Committee. He has represented the professional membership as an elected member of the restructured Council since 2005. Roger is standing for re-election to Council at the AGM in March this year for a further three year term.

Roger was Honorary Secretary of IFIP for 11 years to September 2010 and continues to represent IFIP on the IP3 Board which is the group implementing the IFIP Professionalism in IT Programme. Roger was elected to the role of IP3 Chair in 2011. He is also a past President of CEPIS and was a leading participant in creating of ECDL, "inventor" of EUCIP, BCS representative to Engineering Council UK, co-organiser of an international conference on Global IT Skills, participated in CEN/ISSS workshops on professional skills, and a BCS university accreditation panelist.

To listen to the interview, click on this MP3 file link

The latest blog on the interview can be found in the IT Managers Connection (IMC) forum where you can provide your comments in an interactive dialogue.

<http://blogs.technet.com/b/cdnitmanagers/>

00:50: Roger, how did you first get into computing? What triggered this passion or interest in computing?

"....While I could do statistics, I discovered I wasn't a pure mathematician. Somehow programming caught my fancy, I enjoyed doing it and it subsequently became the starting point for my career...."

:01:31: What triggered your interest in pursuing an academic career?

"....After I graduated, I did a doctorate and the advice from my supervisor was: 'Go out into the world young man, and find out what computing is like in the real world and then decide later if you want to come back and do research'!....The advice, I found, was actually very good...."

:22:14:

You continue to be a remarkable force for furthering global skills, competencies, accreditation, and professionalism. What are your thoughts in this area?

(Continued from page 17)

"...I felt from the beginning that it was essential in each country that there had to be a professional workforce in IT. IT is simply too important to be left to a bunch of amateurs no matter how well-meaning those people may be...."

:48:10: What are the top challenges facing IT today and what are their solutions?

"...We have this transformative technology. The challenge is not only to share the benefits of that technology inside our own country but also to share it around the world so that we will see people benefiting from it not only in advanced countries but also in developing countries...."

:49:41: What are the top opportunities facing IT today and how can they be actioned?

"...We are just at the beginning of exploiting not only social networking but the ability of people to come together...."

:50:55: You choose the areas - provide your top predictions of future trends in technology for 2012 and beyond?

"...My interests have always been in the application of technology. I see huge opportunities in the application...."

:53:18: If you were doing this interview, what question would you ask and then what would be your answer?

"...How can we transform our society (globally) by the use of IT?...."



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PROFESSIONAL
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THE INFORMATION
TECHNOLOGY
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COMMUNITY**

CNP is a professional certification program of the **Network Professional Association**.[®] The CNP designation proves a lifetime of work, education and experience.

WHY SHOULD I? The CNP fulfills the desire for the verification that you are a professional; proclaim it with the CNP designation.

Employers and peers look for individuals representing and furthering the best professional attributes represented in the CNP designation.

Contact: www.CNP.org





CERTIFIED NETWORK PROFESSIONAL (CNP)

INTERNATIONAL PROFESSIONAL DESIGNATION OF THE INFORMATION TECHNOLOGY NETWORKING COMMUNITY

CNP is a professional certification program of the [Network Professional Association®](#). The NPA is a self-regulating, non-profit organization dedicated to advancing the network computing profession.

The Certified Network Professional program was established in 1996 then re-defined in 2005 with the intent to bring the networking information technology profession up to date with a true and proven international professional designation geared towards a lifelong career and demonstrated career development.

An independent and trusted industry designation, the CNP embodies the ideals of the professional — education, experience, reputability, and stability — providing the professionally significant credentials in a growing industry.

WHAT DOES IT MEAN?

The CNP designation represents honour, excellence, accomplishment, success, experience, education, and the ability to strive in a life long career in the information technology networking industry. A life of accomplishments is publicly recognized. Employers and peers look for individuals representing and furthering the best professional attributes represented in the CNP designation. The CNP encompasses vendor and product certifications, advanced education degrees and training, bona fide network experience, and continual professional development into a single designation. Diplomas, certificates, resumes are enhanced and supported by background verification for experience, ethics and financial stability.

WHO IS QUALIFIED?

Career driven Networking Information Technology Professionals experienced in the broad category of computer networking and closely related fields seek the professional validation stemming from a CNP. Networking IT Professionals want a professional designation with demonstrable work experience supported by education, good business ethics and reputation, and stability. IT professionals, Educators and Leaders in the network computing profession are qualified to receive the special distinction of the CNP.

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Choose how to demonstrate your proficiency — the CNP provides two options of credentialing: Experience or Education with Experience

Experience: Years of experience and industry peer recognition of expertise and standing are strong traits of a true professional. The CNP recognizes mentorship and stature of the sage network professional.

Education with Experience: Youth, invention and ingenuity are driving forces in our vibrant industry. The CNP promotes the advancement of network professionals by recognizing a combine of education, training and work experience.

The CNP designation pleases not only the eye of the veteran professional, but is the gateway to being a recognized network professional in the 21st Century

WHY SHOULD I?

The CNP is more than certification but a standard to be measured by — the professional credential. The CNP is the standard for the IT Industry defined by a Code of Ethics and a one-stop reference source for employers and clients to verify and validate ALL of the hard fought accumulated elite skills, years of experience, and proven knowledge. The CNP fulfills the desire for the verification that you are a professional; proclaim it with the CNP designation. The CNP designation proves a lifetime of work, education and experience in your career and validates your role in the profession plus your ongoing commitment to measured, demonstrated, and proven professional development.

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Employers want to know your achievement; better to see it at a glance.

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The Certified Network Professional program guidelines, application, and requirements are easily accessible on the CNP website – www.CNP.org

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